

Seasonal POLICE TELECOMMUNICATOR  
(911 Operator)

City of Milwaukee Police Department - Entrance Examination

THIS IS AN OPPORTUNITY FOR SUMMER EMPLOYMENT (APPROXIMATELY JUNE, JULY, AND AUGUST)

The position of Police Telecommunicator is sometimes referred to as the "Lifeline of the Community." The responsibility of a Police Telecommunicator is to answer 911 emergency and non-emergency calls for assistance from the public. It is an exciting position that has a direct impact on the quality of life for Milwaukee's citizens.

Currently being recruited are *Seasonal* Telecommunicators who will work during the summer months (approximately June, July, and August) most likely on a night shift. Calls for assistance are much higher during this time period, therefore, additional *Seasonal* Telecommunicators are hired. Once *Seasonal* Telecommunicators complete one season, they may be asked to return each year during the summer months. Successful *Seasonal* Telecommunicators who are called back for subsequent seasons receive an increase in pay of approximately 60 cents per hour for each successive season with a maximum pay of \$15.18 per hour.

**Sometimes**, *Seasonal* Telecommunicators are offered a Regular Telecommuunicator position at the end of the summer season. Regular Telecommunicator is a permanent, full-time position that has higher pay and includes benefits. Appointment to Regular Telecommunicator is contingent upon the number of vacancies **and** satisfactory job performance as a *Seasonal* Telecommunicator.

<p>MINIMUM QUALIFICATIONS:</p> <ul style="list-style-type: none"><li>➔ At least eighteen (18) years old.</li><li>➔ Must be a U.S. citizen or be able to verify employment eligibility.</li><li>➔ Residency in the City of Milwaukee at time of appointment.</li><li>➔ Strong oral communication, interpersonal and telephone skills, including the ability to speak English clearly.</li><li>➔ Accuracy in listening to and recording information on a computer.</li><li>➔ Ability to remain calm in stressful situations.</li><li>➔ Ability to type 35 words per minute.</li></ul>	<p>SALARY AND BENEFITS:</p> <p>Current pay is \$12.24 per hour. New <i>Seasonal</i> Telecommunicators will be assigned to second or third shift. As a result, they will receive a shift differential of 43 cents per hour for second shift and 48 cents per hour for third shift weekdays. They receive an additional 50 cents per hour when they work on a Saturday and 60 cents per hour when they work on a Sunday. <i>Seasonal</i> Telecommunicators are hired for approximately 3 months. Therefore, they are on continuous probation and do not receive benefits afforded to Regular Telecommunicators.</p> <p>DUTIES:</p> <p>After successful completion of a six week paid training program, <i>Seasonal</i> Telecommunicators are assigned to the Milwaukee Police Department's Communications Division located in the Data Communications Building, 2333 North 49<sup>th</sup> Street. They receive, process and record in-coming calls, refer callers to other agencies as necessary, and perform other related duties as required.</p>
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WORKING CONDITIONS: The first six (6) weeks of employment are dedicated to training Monday through Friday from 7:30 a.m. to 3:30 p.m. After successful completion of training, **most *Seasonal* Telecommunicators will be assigned to 2<sup>nd</sup> or 3<sup>rd</sup> shift.** *Seasonals* work a 40-hour week, on a rotating schedule with days, weekends and holidays off according to schedule. This means some weekend and holiday work will be required.

THE SELECTION PROCESS: Qualified candidates will be notified by mail of the date, time and location of each examination. The examination process may consist of any combination of the following: written job simulation exercise, a job performance test, typing test, and/or an oral interview. Applicants must qualify on all parts of the examination. Qualified veterans will receive military preference points added to the final passing score in accordance with State Statutes and Commission Rules. (An undeleted DD214 is required as proof of military service.)

ELIGIBLE LIST: An eligible list of individuals who successfully complete all phases of the examination process will be established and appointments will be made by eligible list number order. Appointments are contingent upon the number of vacancies and passing a background investigation, medical examination, and drug screen test. The eligible list will remain in effect for two years from the date of adoption or until exhausted, unless rescinded or extended by the Commission.

APPLICATIONS: Applications may be obtained one of three ways: 1.) In person by you or your designee from the Department of Employee Relations, City Hall, 200 East Wells Street, Room 706. 2.) By calling 414-286-3751 to request that one be mailed to you. 3.) By visiting the website [www.milwaukee.gov/fpc](http://www.milwaukee.gov/fpc) and printing one out yourself. Applications will be available weekdays from **8:00 a.m. to 4:30 p.m.**, starting **Monday, March 6**, and ending **Friday, March 17, 2006**, unless extended. Applications may be returned in person by you or your designee, or it may be mailed to the address listed below. We will **NOT** accept FAXED applications. All applications **must be received in the office of the Department of Employee Relations** by 4:30 p.m. on **Friday, March 17, 2006**. Applications will not be accepted after the deadline unless extended.

CITY OF MILWAUKEE FIRE AND POLICE COMMISSION  
City Hall, 200 East Wells Street, Room 706, Milwaukee, WI 53202  
(414) 286-3751